Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

			Top Number - Total Incidents Bottom Number - First Contact Resolution	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**FCR Total**
Public Service Commission	Help Desk	James Stearns	1 1	1 1
		Julie VanBeekum	2 2	2 2
		Assigned to Individual Total	3 3	3 3
	Metro A Desktop Support	Nancy Hachmeister	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	2 2	2 2
		Assigned to Individual Total	2 2	2 2
	Assigned Group Total		7 5	7 5
Customer Company Total			7 5	7 5

Public Service Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Public Service Commission	Help Desk	James Stearns	1 0	1 0
		Julie VanBeekum	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro A Desktop Support	Nancy Hachmeister	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Assigned Group Total		7 0	7 0
Customer Company Total			7 0	7 0

Public Service Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Public Service Commission	Help Desk	James Stearns	1 0.00	1 0.00
		Julie VanBeekum	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Metro A Desktop Support	Nancy Hachmeister	2 0.09	2 0.09
		Assigned to Individual Total	2 0.09	2 0.09
	Voice Operations	Romanza Hamblin Sorensen	2 0.06	2 0.06
		Assigned to Individual Total	2 0.06	2 0.06
	Assigned Group Total		7 0.04	7 0.04
Customer Company Total			7 0.04	7 0.04

Public Service Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Public Service Commission	Help Desk	James Stearns	1 0	1 0
		Julie VanBeekum	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro A Desktop Support	Nancy Hachmeister	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Assigned Group Total		7 0	7 0
Customer Company Total			7 0	7 0

Public Service Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Public Service Commission	Help Desk	James Stearns	1 0.00	1 0.00
		Julie VanBeekum	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Metro A Desktop Support	Nancy Hachmeister	2 0.10	2 0.10
		Assigned to Individual Total	2 0.10	2 0.10
	Voice Operations	Romanza Hamblin Sorensen	2 0.44	2 0.44
		Assigned to Individual Total	2 0.44	2 0.44
	Assigned Group Total		7 0.15	7 0.15
Customer Company Total			7 0.15	7 0.15

Public Service Commission

Detail

INC000000586805	Darlene Cooper	Telecom	None	Telephone			TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Public Service Commission	Low		Closed	TTR Missed: No	0.79
INC000000591665	Darlene Cooper	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	James Stearns	Public Service Commission	Low		Closed	TTR Missed: No	0.00
INC000000591752	Mary Green	Telecom	Voice Mail	Telephone			TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin Sorensen	Public Service Commission	Low		Closed	TTR Missed: No	0.08
INC000000596077	Darlene Cooper	Application	None	Adobe Reader			TIR Missed: No	0.12
	Metro A Desktop Support	Nancy Hachmeister	Public Service Commission	Low		Resolved	TTR Missed: No	0.13
INC000000596128	Sheri Bintz	None	None	None			TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Public Service Commission	Low		Resolved	TTR Missed: No	0.07
INC000000601118	Melanie Reif	Application	None	Novell Messenger			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Service Commission	Low		Resolved	TTR Missed: No	0.00
INC000000601170	Melanie Reif	Application	Password	Novell GroupWise			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Service Commission	Low		Resolved	TTR Missed: No	0.00